

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the matter of)	
)	
Telecommunications Relay Services and)	
Speech-to-Speech Services for Individuals)	CG Dkt. No. 03-123
with Hearing and Speech Disabilities)	
)	
VRS and IP Relay Certification)	
Application)	

Application of CSDVRS, LLC for Certification
As a Video Relay Service Provider

Sean Belanger
CEO
CSDVRS, LLC
600 Cleveland Street
Suite 1000
Clearwater, FL 33755
Toll Free (888) 9CSDVRS (888-927-3877)
Local (727) 254-5600

By Counsel:

Karen Peltz Strauss
KPS Consulting
3508 Albemarle Street, NW
Washington, DC 20008
202-36301263
kpsconsulting@starpower.net

July 16, 2007

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SUMMARY

Pursuant to the Federal Communications Commission's Certification Order issued on December 12, 2005, CSDVRS is hereby submitting its application for certification to operate as a video relay service (VRS) provider that is eligible for compensation from the Interstate Telecommunications Relay Service (TRS) Fund. For nearly a decade, CSDVRS and its predecessor, CSD, have provided the highest quality VRS, typically exceeding the FCC's mandatory minimum standards and offering the best in interpreter services. Additionally, CSDVRS and CSD have been at the forefront of VRS cutting edge technology, having introduced a plethora of innovative VRS features designed to achieve functional equivalency in the delivery of communications services to people who are deaf and hard of hearing.

In this application, CSDVRS demonstrates that a grant of this petition is in the public interest because CSDVRS (1) meets or exceeds all non-waived operational, technical, and functional mandatory minimum standards contained in the Commission's rules; (2) makes available adequate procedures and remedies for ensuring ongoing compliance with the Commission's rules, including informational materials to TRS/VRS users on complaint procedures sufficient for these users to know the proper procedures for filing complaints; and (3) does not differ from the mandatory minimum standards (and therefore does not violate any applicable mandatory minimum standards).

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I. Introduction and Background

1 *In the Matter of Telecommunications Relay Services and Speech-to-Speech*
Services for Individuals with Hearing and Speech Disabilities, Report and
 Order and Order on Reconsideration, CG Dkt. No. 03-123, FCC 05-203
 (December 12, 2005) (FCC Certification Order), amending 64 C.F.R. §64.605(2)

33755. A copy of CSDVRS' articles of incorporation (Exhibit 1 and Exhibit 2) and a list of individuals holding management positions in CSDVRS (Exhibit 3) are attached. CSDVRS is financed by MC Venture Partners, located at 75 State Street, Suite 2500, Boston, MA 02109, Providence Equity Partners, located at 50 Kennedy Plaza, 18th Floor, Providence, RI 02903, and Communication Service for the Deaf (CSD), located at 102 North Krohn Place, Sioux Falls, SD 57103.

CSDVRS' predecessor, CSD, was the first to commercially develop video relay applications for consumers who are deaf and hard of hearing. Specifically, CSD began working with the Sprint Nextel Corporation (Sprint) to provide VRS to the residents of Texas in the very first statewide VRS program in 1998, and soon thereafter, began an experimental VRS program in Washington state. At that time, CSD became the first to offer both ISDN-based and IP-based VRS access and receive compensation directly from the states. In 2002, through an arrangement with Sprint, CSD began providing VRS throughout all fifty states and the United States territories and began receiving indirect compensation from the Interstate TRS Fund for these services. On March 31, 2005, CSD launched CSDVRS as a separate brand, and continued to provide VRS, receiving compensation through Sprint until June 30, 2007. As of July 1, 2007, CSDVRS has been receiving compensation from the Interstate TRS Fund for providing VRS through the Communication Access Center. Under this arrangement, CSDVRS currently handles

thousands of VRS calls daily through its fifteen call centers in the following locations: Austin, Texas; Brandon, Florida; Chicago, Illinois; Clearwater, Florida; Denver, Colorado; El Paso, Texas; Houston, Texas; Lee's Summit, Missouri; Richmond, Virginia; Rochester, New York; San Antonio, Texas; Seattle, Washington; Silver Spring, Maryland; Sioux Falls, South Dakota; and St. Paul, Minnesota.

Over these many years, first CSD and now CSDVRS has provided the highest quality of VRS possible, typically exceeding the FCC's mandatory minimum standards. For example, long before being required to do so, CSD was the first to provide VRS 24 hours/7 days a week, as well as response times for incoming VRS calls that averaged well below one minute (more typically answering calls within seconds).² Additionally, from its inception, the video relay service provided by CSD/CSDVRS has been fully interoperable with that of all other VRS providers. CSD/CSDVRS has also been instrumental in introducing a cornucopia of innovative VRS features, as part of its overarching efforts to achieve functional equivalency in the delivery of communications services to the user community. For example, CSD/CSDVRS was the first to

² Indeed, CSD has consistently pushed for a short answer speed that would achieve true functional equivalency. For example, in February 2005, CSD proposed that 75 percent of all VRS calls be answered within 60 seconds within three months after the FCC issued its answer speed order, and urged the Commission to tighten this standard to 85 percent of all calls within 30 seconds three months after that. At that time, CSD also proposed that the FCC reassess the appropriate answer speed measurement within two years of its order, noting that as "volumes grow and costs are lowered, efforts should be made to bring this standard closer to the standard that applies to traditional TRS." Comments of CSD in CC Dkt. Nos. 98-67; CG 03-123 (February 25, 2005) at 2.

provide the following VRS innovations and services:

- web-page enabled access
- voice carryover (VCO)
- stringent interpreter qualifications requiring minimum levels of national or state certification and interpreting experience
- extensive training and quality assurance standards to ensure the highest level of professionalism and confidentiality
- text based interaction with users if the video connection is unable to work or if the customer wishes to communicate information in text to the agent
- video mail
- Spanish-to-ASL VRS
- Personal 800 numbers to allow near seamless communication between deaf and hearing consumers
- Redundant, high volume, on-demand video conference system that routes VRS calls to the next available agent and enables detailed automated reporting for billing, FCC reporting, and quality assurance purposes

Finally, CSD/CSDVRS has consistently been actively involved in virtually all FCC proceedings affecting VRS, offering extensive feedback on ways to improve this service for consumers.³ Since its inception, CSDVRS has incorporated all aspects of CSD's VRS, including the vast array of features discussed above, the best interpreting services available, and cutting edge relay technology designed to enhance the VRS experience for deaf and hard of hearing users.

³ For example, CSD or CSDVRS has submitted comments in FCC proceedings pertaining to speed of answer, interoperability, emergency access, standards of relay quality, and payment methodologies.

An expeditious grant of certification will be highly beneficial to the user community that has come to rely on CSDVRS for its communication needs. A grant of this petition is in the public interest because CSDVRS (1) meets or exceeds all non-waived operational, technical, and functional mandatory minimum standards contained in the Commission's rules; (2) makes available adequate procedures and remedies for ensuring ongoing compliance with the Commission's rules, including informational materials to TRS/VRS users on complaint procedures sufficient for these users to know the proper procedures for filing complaints; and (3) does not differ from the mandatory minimum standards (and therefore does not violate any applicable mandatory minimum standards).⁴

⁴ FCC Certification Order at ¶23.

II. Qualifications for Certification

Section 47 C.F.R. §64.605(a)(2) sets out the specific documentation required by the FCC to be awarded a grant of certification. In response thereto, CSDVRS provides the following information:

1. A description of the forms of TRS to be provided

By this application, CSDVRS seeks certification for the exclusive purpose of providing VRS that will be compensated directly by the Interstate TRS Fund. CSDVRS already provides VRS twenty-four hours a day, seven days a week, offering English-speaking sign language interpreters for deaf customers, tri-lingual interpreters for Spanish users, and voice carryover technologies for hard of hearing users. For those occasions when deaf users are not available to receive incoming calls, CSDVRS also offers video mail, which allows hearing callers to leave messages that are delivered to the recipient by a CSDVRS interpreter in sign language, via a video format that is e-mailed to the deaf and hard of hearing users.

All of CSDVRS' video relay calls are currently conducted with the use of the Internet, a high-bandwidth redundant private network, standards-based signaling and video compression, a video enabled automatic call distributor and interactive video and voice response unit, and quality hardware and software.

CSDVRS has installed a high speed redundant private network interconnecting its call centers to conduct multiple concurrent video calls

simultaneously. CSDVRS' centers are designed for the video call to be transmitted at speeds up to 512 kb per station. The high speed circuits also provide connection to our redundant PSTN gateways, along with enhanced video compression for up to a steady 30 frames per second for our video calls.

VRS consumers are able to contact CSDVRS thru any H.323 and H.263 compliant video device and/or application. As video standards within the industry change, CSDVRS will adapt its network to accept these new standards. CSDVRS has always been and will continue to be fully interoperable with video relay services offered by all other approved VRS providers and video equipment used for this purpose. CSDVRS users can make VRS calls through any of the following access points:

- www.csdvrs.com (pc applications): Through this website, individuals can access English or Spanish to ASL service, voice carryover VRS, and customer service (a link will connect the customer to a live customer service representative). Additionally, VRS callers can make calls through the following portals:
- csdvrs.tv (video phones)
- Spanish.csdvrs.tv (Spanish VRS)
- csdvrsvco.tv (VCO)
- help.csdvrs.tv (customer service)
- 866-want-vrs (866-296-8877 / inbound voice to VRS)
- personal 800 number

As noted above, CSDVRS deaf users can receive calls by giving out an assigned personal 800 number. When the hearing user calls the personal 800 number, CSDVRS video interpreters automatically connect the caller to the videophone address of the deaf person, the deaf person answers the videophone and a video relay call gets underway. The personal 800 numbers

are the simplest way for a deaf person to have a direct connection to the hearing community and have been used effectively in many small businesses that are run by deaf people.

CSDVRS has developed an extensive database system that allows our personnel to track calls for billing, FCC reporting, and quality assurance. This system automatically generates start time and end time reporting for call session, duration, agent work time, etc. This allows us to accurately and effectively track the length of calls, as well as the number of calls at any time of the day, the number of calls waiting in queue and the number of dropped or unanswered calls.

2. A description of how the provider will meet all non-waived mandatory minimum standards applicable to each form of TRS offered.

CSDVRS explains below how it currently meets or exceeds and will continue to meet all non-waived mandatory minimum standards for VRS pursuant to 47 C.F.R. §64.604.

a. Communication Assistants/Video Interpreters

CSDVRS utilizes a combination of employees, qualified free lance interpreters, and qualified third party interpreting agencies to fill its staffing needs. Prior to offering VRS, CSD had spent more than two decades providing extensive community-based sign language interpreting services to people who are deaf and hard of hearing across the country. Through the provision of these services, CSDVRS built up longstanding relationships with interpreter agencies

from which it is now able to draw the most highly qualified interpreters. All of CSDVRS' interpreters must have one of the following certifications: RID: CSC/CI/CT; NAD level IV /V; or NIC, NIC Advanced, and NIC Master; or BEI III and higher, or have interpreter certification (minimum level 3) from the state of Texas. CSDVRS also prefers that its interpreters have at least three to five years of community-based interpreting experience. Finally, all CSDVRS interpreters are required to pass skill level assessments prior to being hired or subcontracted. These assessments are intended to ensure that all CSDVRS interpreters are capable of meeting the specialized communication needs of deaf and hard of hearing individuals by interpreting effectively, accurately and impartially, both receptively and expressively using any required specialized vocabulary.⁵ In accordance with the FCC's mandatory minimum standards, all CSDVRS interpreters have competent grammar and spelling, have a strong understanding of the cultures, languages and etiquette of individuals who are deaf, hard of hearing or have speech disabilities, and possess clear and articulate voice communications.⁶ They must also be sensitive to customer needs and be able to work well under pressure. The failure to meet these skill levels will result in an interpreter being deemed unqualified for CSDVRS.

Once hired but before being assigned calls, new video interpreters receive training literature containing basic information about CSDVRS and its origins, a VRS timeline (history of VRS), a description of VRS, and the basics

⁵ 47 C.F.R. §64.604(a)(1)(iv).

⁶ 47 C.F.R. §64.604(a)(1)(ii).

of the technology involved. After being given an opportunity to review these materials, all new interpreters receive thirty-two hours of hands-on training (which follow a specific training syllabus) provided by an experienced video interpreter. The “training” environment utilized by CSDVRS provides the interpreter with the identical platform and tools that he or she will utilize once he or she goes “live.” This ensures a safe learning environment that does not jeopardize or degrade any customer’s individual CSDVRS experience, yet enhances the interpreter’s skills. Once the trainer determines that the video interpreter is ready to take calls, he or she is moved to the “live” environment.

CSDVRS is dedicated to maintaining the highest level of service through the provision of on-going interpreter training, competitive compensation, and measures designed to maintain high employee morale. Video interpreter workstations are designed to deliver performance and flexibility, and provide our interpreters with an ergonomic environment that can enhance the quality of VRS. For example, the chair and the desk at each interpreter’s workstation have flexibility to allow the interpreter to adjust his or her height from a range of sitting to standing modes.

Finally, CSDVRS staffs its call centers with floor supervisors, or lead interpreters that are available to assist or relieve video interpreters when the physical or mental demands of interpreting so require, or when clarification is needed during a conversation. This support person is also available to offer employees breaks throughout their shifts, subject to the rules concerning in-

call replacement of video interpreters (VIs). CSDVRS confirms its intent to comply with the Commission's rule requiring video interpreters to stay on each call for a minimum of ten minutes (unless the interpreter and the user are not communicating effectively),⁷ as well as to make best efforts to accommodate requests for video interpreters of a specific gender when a call is initiated or during a transfer to a new video interpreter.⁸

b. Confidentiality and Conversation Content

Under the FCC's mandatory minimum standards, video interpreters are prohibited from disclosing the contents of any relayed conversation, keeping records of the content of calls beyond their duration, and intentionally altering a relayed conversation.⁹ Since its inception, CSDVRS has complied with these minimum standards and will continue to do so in the future. CSDVRS will also ensure that all conversations are translated verbatim unless directed otherwise by the callers, as is required by the Commission's rules.¹⁰

One way that CSDVRS ensures the confidentiality of all VRS calls is to strictly limit access to its call centers. Access to all centers is controlled via a secured door system that requires either an access code or magnetic key card.

⁷ 47 C.F.R. §§64.604(a)(1)(v). In accordance with the Commission's order on this subject, where the nature of the call is preventing the interpreter and the VRS user from communicating effectively, CSDVRS will allow a different interpreter to complete the call prior to this 10 minute period. *In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Order, CG Dkt. No. 03-123, FCC 06-81 (June 16, 2006), ¶¶1, 9 (June 2006 FCC Order).

⁸ 47 C.F.R. §§64.604(a)(1)(vi).

⁹ 47 C.F.R. §§64.604(a)(2).

¹⁰ *Id.*

Where access codes are used, the codes are changed on a bi-monthly basis to further ensure a secure environment. Additionally, each video interpreter station consists of a private cubicle that utilizes a unique walled structure to ensure private communication between the video interpreter and the customer.

c. Types of Calls

In accordance with the FCC's rules, CSDVRS does not impose and will continue to not impose any limits on the type, length, number or content of calls.¹¹ CSDVRS handles all types of calls that have not been waived by the FCC.

d. Voice Mail and Interactive Menus.

FCC rules require CAs handling text-based TRS calls to use a hot key that sends text to the consumer to alert callers when they have dialed a number answered by a recorded message and interactive menu.¹² Because VRS takes place in real time, CSDVRS interpreters are able to swiftly inform callers as to the presence of recorded messages and interactive menus as soon as these calls are connected. The interpreters are able to then relay the information conveyed by the recordings, and, in real time, assist callers in either routing their calls to their preferred locations or retrieve information from these interactive voice response systems. When requested to do so, CSDVRS interpreters can also leave voice messages on voice mail systems and retrieve voice messages for callers. As noted above, CSDVRS also provides video mail service for calls

¹¹ 47 C.F.R. §§64.604(a)(3).

¹² 47 C.F.R. §§64.604(a)(3)(vii).

made by hearing people to its VRS customers. CSDVRS commits to continuing all of these practices in the future.

e. Emergency Call Handling

Emergency call handling by VRS providers is waived until January 1, 2008.¹³ Because of the imprecision in handling these calls, CSDVRS strongly encourages consumers not to use VRS for emergency purposes at the present time. In the event that an inbound emergency call is received by a CSDVRS interpreter however, he or she processes the call by immediately contacting the floor supervisor, asking the caller about the type of emergency services needed (e.g., fire, medical, police), and verifying the caller's phone number and location. The interpreter next identifies the correct phone number for that consumer's emergency, and places an outbound voice call to that emergency number using an automated database that correlates the deaf user's location to the public safety answering point ("PSAP"). The video interpreter then stays on the line with both the consumer and the emergency center, acting as both a video interpreter and liaison, until the call ends. CSDVRS commits to full compliance with any and all additional emergency call handling procedures that will be required by future FCC orders.

f. Speed of Answer

Since January 1, 2007, the FCC has required at least 80 percent of all

¹³ *In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Order, CG Dkt. No. 03-123, FCC 06-2532 (December 15, 2006), ¶1.

VRS calls to be answered within 120 seconds, calculated on a monthly basis.¹⁴ CSDVRS has always met or exceeded this mandate and commits to continuing to meet this standard in the future. Currently, CSDVRS has an average answer speed of fourteen seconds.¹⁵

g. Twenty-four Hour/Seven Day a Week Operation

CSDVRS operates, and will continue to operate its services twenty-four hours a day, seven days a week.¹⁶

h. Operations and Uninterruptible Power

The CSDVRS video network incorporates redundancy in every single aspect, throughout its video and data processing and storage facilities, hardware, software, public and private networks, and connections, to ensure reliable and continuous service for the deaf and hard of hearing community. All redundancy features are functionally equivalent to the equipment in local exchange central offices, including uninterruptible power for emergency use.¹⁷

CSDVRS uses multiple points to the public Internet and provides each VRS center with redundant connections to all access points. These access points are connected to the Internet through four ISPs. If any of these ISPs experience an outage, service is automatically routed around the outage. In addition, automated monitoring can detect a partial or total loss of network at any of the VRS centers at all times. In the event of a network loss, video

¹⁴ 47 C.F.R. §§64.604(b)(2)(iii).

¹⁵ This speed is based on a two month average from April 2, 2007 to June 2, 2007.

¹⁶ 47 C.F.R. §§64.604(b)(4)(i).

¹⁷ 47 C.F.R. §§64.604(b)(4)(ii).

interpreters on the affected VI call center will be logged out of the platform and traffic will route to the next available interpreter located in a different VI call center.

CSDVRS also has adequate network facilities so that under projected calling volume, the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. All VRS calls handled by CSDVRS are in real time. CSDVRS intends to continue these various practices and procedures.

i. Access to Long Distance Calling

In lieu of providing equal access to interexchange carriers, which is presently waived for VRS providers, CSDVRS has handled and will continue to handle long distance calls at no charge to its users.

j. Public Access to Information

FCC rules require providers to ensure that callers in their service areas are aware of the availability and use of relay services.¹⁸ Efforts to educate the public in this regard are supposed to extend to all segments of the public, including people who are deaf, hard of hearing, speech disabled, senior citizens, and the general public. CSDVRS conducts outreach and education to ensure that the deaf community is informed about VRS in a number of ways. A primary method is through personal contact: CSDVRS employs a number of individuals who actively participate at a wide variety of deaf meetings,

¹⁸ 47 C.F.R. §§64.604(c)(3).

conferences and gatherings regularly scheduled in communities across the United States. In addition to the people CSDVRS directly employs, the company often contracts with local individuals who both assist in providing knowledge about and participate in these local events. CSD also provides an educational website that allows readers to learn about video relay and establish an account with CSDVRS. When people register with CSDVRS' website, they are eligible to receive e-mails containing important information and updates about VRS.

k. Rates.

FCC rules prohibit relay providers from charging consumers rates that are any greater than rates paid for functionally equivalent voice communications services with respect to the duration of the call, the time of day, and the distance from the point of origination and point of termination.¹⁹ CSDVRS is in compliance with this mandatory minimum standard in that all of its calls are free to all users. CSDVRS will continue complying with this standard whether or not the FCC decides to separate VRS jurisdiction.

1. Jurisdictional Separation of Costs

Section 64.605(c)(5) explains that where appropriate, the costs of providing TRS will be separated by intra- and interstate jurisdiction, pursuant to section 410 of the Communications Act. Because CSDVRS has provided VRS since the inception of this service, CSDVRS is already well-acquainted with the cost recovery process administered by the Interstate Fund

¹⁹ 47 C.F.R. §§64.604(c)(4).

Administrator, and has in place comprehensive procedures for tracking and reporting call data needed for its annual cost and data submissions. CSDVRS will continue to provide the Administrator with true and accurate data necessary to determine TRS fund payments, and will comply with all associated obligations with respect to the delivery of such data as contained in the Commission's rules at 47 C.F.R. §64.604(c)(5)(iii)(C).

In the event that the FCC separates VRS by jurisdiction and directs compensation from the Interstate Fund for interstate VRS only, CSDVRS will similarly comply with orders pertaining to the jurisdictional separation of the costs of providing these services.

m. End-User Information

While FCC rules governing the treatment of TRS customer information are primarily directed to the transfer of TRS customer profile data from one TRS vendor to another when a state relay program changes vendors, CSDVRS wishes to assure the Commission that any TRS customer information it acquires will similarly be used only for the purpose of connecting TRS users with called parties, and shall not be sold, distributed, shared or revealed in any other way, unless compelled to do so by lawful order.²⁰

n. Notification of Substantive Changes

FCC rules require certified relay providers to notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of the time such changes occur, and to certify that they will continue to

²⁰ 47 C.F.R. § 64.604(c)(7).

meet federal minimum standards after implementing any substantive changes.²¹ CSDVRS hereby confirms its intent to so notify the Commission of substantive changes within the time period specified by this rule, and to certify continued compliance with the FCC's minimum standards after such changes are implemented.

3. A description of the provider's procedures for ensuring compliance with all applicable TRS rules

In order to ensure compliance with all of the FCC's rules governing CSDVRS, all CSDVRS employees receive training when they are hired and when rule changes are adopted. In addition, CSDVRS is consistently apprised of FCC decisions, actions and policies by its legal consultant.

4. A description of the provider's complaint procedures

CSDVRS is committed to providing the highest quality customer service for all its service offerings. CSDVRS's users can contact customer service live and directly via the web (www.csdvrs.com), videophone (help.csdvrs.tv), voice, e-mail, or be transferred from a CSDVRS call center to customer service. Voice callers can reach customer service by dialing 800-296-3808. When a user has a complaint, CSDVRS' Customer Service Division identifies the nature of the complaint and documents the issue on a Customer Contact Form. If Customer Service is unable to resolve the issue live, the Customer Contact Form is forwarded to the appropriate CSDVRS department for further assistance. CSDVRS is committed to providing resolution on all

²¹ 47 C.F.R. § 64.605(f)(2).

issues within 24 hours, if not sooner, depending on the severity of the issue. If the user making the complaint has included an e-mail address, a follow-up message is sent providing results of the complaint investigation and the actions taken to solve the problem at issue.

CSDVRS maintains a log of all consumer complaints received. These logs contain the date and time of the complaint, the problem raised, the resolution, and the date that the resolution has been reached. In prior years, CSDVRS provided this information to Sprint for its filing with the Commission every July 1st. Once certified, every July 1st, CSDVRS will submit to the Commission an annual summary of its complaint logs for the 12 month period preceding May 31 of that year.

CSDVRS also understands that the FCC may receive either informal or formal complaints about its relay service.²² CSDVRS is prepared to comply with all procedures and time frames specified in the Commission's rules for the resolution of consumer complaints filed against CSDVRS.

Commission rules require every TRS provider to designate an agent who is principally responsible for receiving complaints, inquiries, orders, decisions and notices from the Commission. CSDVRS' designated agent for this purpose is Aaron Wegehaupt, 600 Cleveland St., Suite 1000, Clearwater, Florida 33755, telephone 888-9CSDVRS, (888-927-3877) (voice), 727-443-1537 (fax), e-mail awegehaupt@csdvrs.com.

²² 47 C.F.R. §§64.604(c)(6).

5. A narrative describing any areas in which the provider's service will differ from the applicable mandatory minimum standards

CSDVRS meets all unwaived mandatory minimum standards for VRS and does not differ from these standards in any manner.

6. A narrative establishing that services that differ from the mandatory minimum standards do not violate applicable mandatory minimum standards

Insofar as CSDVRS meets all unwaived mandatory minimum standards, this section does not apply.

7. Demonstration of status as a common carrier

CSDVRS has attached a certificate granting it authority to provide common carrier service in the state of South Dakota (Exhibit 4).

8. Statement on annual compliance reports

CSDVRS commits to filing annual compliance reports with the Commission that demonstrate the company's continued compliance with these rules.

9. NECA Notification

After receiving the certification requested herein, CSDVRS will notify the National Exchange Carriers Administration (NECA) of its intent to provide VRS and to receive compensation from the Interstate TRS Fund thirty (30) days prior to submitting reports of interstate minutes.²³

III. Conclusion

It is in the public interest to grant CSDVRS's application for federal

²³ 47 C.F.R. §§64.604 (c)(5)(iii)(g).

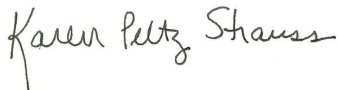
certification to receive direct compensation from the Interstate TRS Fund for the provision of VRS. CSDVRS' considerable experience and expertise in VRS and its commitment to providing superior service that best meets the needs of the deaf and hard of hearing community make it eminently qualified to continue providing these services. CSDVRS stands ready to supplement any of the answers provided in this application should the need arise.

Respectfully submitted,

/s/

Sean Belanger
CEO
CSDVRS, LLC
600 Cleveland Street
Suite 1000
Clearwater, FL 33755
Toll Free (888) 9CSDVRS (888-927-3877)
Local (727) 254-5600

By Counsel:



Karen Peltz Strauss
KPS Consulting
3508 Albemarle Street, NW
Washington, DC 20008
202-36301263
kpsconsulting@starpower.net

July 16, 2007

Exhibit 1

Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF FORMATION OF "CSDVRS, LLC", FILED IN THIS OFFICE ON THE TWENTY-SECOND DAY OF NOVEMBER, A.D. 2006, AT 2:49 O'CLOCK P.M.



4256382 8100
061075128

Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 5219923

DATE: 11-22-06

State of Delaware
Secretary of State
Division of Corporations
Delivered 02:56 PM 11/22/2006
FILED 02:49 PM 11/22/2006
SRV 061075128 - 4256382 FILE

**CERTIFICATE OF FORMATION
OF
CSDVRS, LLC**

This Certificate of Formation of CSDVRS, LLC (the "Company"), dated as of November 22, 2006, has been duly executed and is being filed by the undersigned for the purpose of forming a limited liability company pursuant to the Delaware Limited Liability Company Act, Del. Code Ann. tit. 6, § 18-201.

1. Name of Company. The name of the Company is CSDVRS, LLC.
2. Registered Agent for Service of Process; Registered Office of the Company. The name and address of the agent for service of process of the Company in Delaware is The Corporation Trust Company, c/o Corporation Trust Center, 1209 Orange Street, Wilmington, Delaware 19801.
3. This Certificate of Formation shall become effective upon filing with the Secretary of State of Delaware.

IN WITNESS WHEREOF, the undersigned has signed this Certificate of Formation as of the date first written above.



Leonard J. Slat, Duly Authorized Person

Exhibit 2

Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF INCORPORATION OF "CSDVRS MANAGEMENT SERVICES, INC.", FILED IN THIS OFFICE ON THE TWENTY-SECOND DAY OF NOVEMBER, A.D. 2006, AT 2:47 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.

4256380 9100
061075122



Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 5219908

DATE: 11-22-06

State of Delaware
Secretary of State
Division of Corporations
Delivered 02:55 PM 11/22/2006
FILED 02:47 PM 11/22/2006
SRV 061075122 - 4256380 FILE

CERTIFICATE OF INCORPORATION

OF

CSDVRS MANAGEMENT SERVICES, INC.

The undersigned, for the purpose of forming a corporation under the laws of the State of Delaware hereby certifies as follows:

FIRST. The name of the corporation is CSDVRS Management Services, Inc. (the "Corporation").

SECOND. The address of the Corporation's registered office in the State of Delaware is 1209 Orange Street, City of Wilmington, County of New Castle, State of Delaware. The name of its registered agent at such address is The Corporation Trust Company.

THIRD. The purpose of the Corporation is to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of the State of Delaware (the "DGCL").

FOURTH. The total number of shares of stock which the Corporation shall have authority to issue is: 100 shares of Common Stock, \$0.01 par value per share (the "Common Stock").

FIFTH. The name and mailing address of the incorporator are as follows:

Leonard Q. Slap, Esq.
Edwards Angell Palmer & Dodge LLP
111 Huntington Avenue
Boston, Massachusetts 02199

SIXTH. The following provisions are inserted for the management of the business and for the conduct of the affairs of the Corporation:

1. The Board of Directors of the Corporation is expressly authorized to adopt, amend or repeal the bylaws of the Corporation.
2. The number of directors that shall constitute the whole Board shall be fixed by resolution of the Board of Directors but in no event shall be less than one or more than six.
3. Elections of directors need not be by ballot.

SEVENTH. A director of the Corporation shall not be personally liable to the Corporation or its stockholders for monetary damages for breach of fiduciary duty as a director, except for liability (i) for any breach of the director's duty of loyalty to the Corporation or its stockholders, (ii) for any acts or omissions not in good faith or which involve intentional misconduct or knowing violation of law, (iii) under Section 174 of Title 8 of the DGCL, as amended from time to time, or (iv) for any transaction from which the director derived an

Exhibit 3

Sean Belanger – President and Chief Executive Officer

Mr. Belanger is the Chief Executive Officer (CEO) of CSDVRS, LLP. He received his B.S. in Management from Virginia Technology and has 30 years experience in the technology industry. Mr. Belanger was most recently the CEO of the Paradyne Networks firm and was the driving force behind the unveiling of technology which resulted in increasing internet access to millions of customers, including major telephone companies. Prior to Paradyne Networks, he was the general manager of 3Coms Network Service Provider division.

Stacy Wagner – Chief Financial Officer

Stacy Wagner is the Chief Financial Officer (CFO) of CSDVRS, LLP. She received her B.S. in Accounting from Florida Southern College in Florida. She is also a Certified Public Accountant in the State of Florida. Ms. Wagner was the CFO and Treasurer of Oerlikon USA, Inc. for over 14 years. Oerlikon USA is engaged in the design and production of capital equipment for coating and etching processes that are crucial in the front-end area of semiconductor production. Prior to joining Oerlikon, Ms. Wagner had over 6 years of audit and tax experience in diverse industries with public accounting firms, including the "Big 4".

Andy May – Chief Marketing & Outreach Officer

Andy May is the Chief Marketing and Outreach Officer of CSDVRS, LLP. Mr. May has spent 25 years in the networking industry, dividing his time between product manufacturing and network services companies. Most recently Mr. May was the CEO of Millennial Net and TAZZ Networks, two small start-up companies in New England. Prior to this work, Mr. May was the CEO of the Paradyne Corporation and lead the turnaround of the company in 1996 after it became private through a leveraged buyout from AT&T. Mr. May went on to lead the company through a successful initial public offering in 1999 and the company's annual revenues grew dramatically. Prior to his work at Paradyne, Mr. May served as vice president and general manager of 3Com's Network Service Provider Division, and before that, as vice president of marketing for Primary Access Corporation. Earlier in his career, May spent eight years at CompuServe in its Network Services Division, where he held a variety of key sales and marketing positions.

Timothy Rarus –Vice President of Sales

Tim Rarus is the Vice President of Sales of CSDVRS, LLP. Mr. Rarus began his career in 1989 by working for U.S. Senator John McCain in Washington, D.C., after receiving a B.A. in Government from Gallaudet University. After relocating to Overland Park, KS, Mr. Rarus became the Assistant Director of the Gallaudet University Regional Center to the midwestern region. In 1994, Mr. Rarus relocated to Austin, Texas, to become the executive director of Vaughn House, Inc. In 1997, Tim began working for CSD in Austin, focusing his efforts on interpreting and captioning issues in the Austin area. From the beginning he has played a key role in the development of CSD's Video Interpreting department. He and his family currently live in Clearwater, Florida.

Chris Wagner – Vice President of Marketing Communication & Outreach

Chris Wagner serves as the Vice President of Marketing Communications for CSDVRS, LLP. He received his bachelors degree from the Rochester Institute of Technology in Rochester, New York. Prior to assuming his current role, Chris served as a consultant and as executive director of the Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties and the Deaf and Hard of Hearing Service of Pasco and Hernando Counties. With a background in healthcare administration, he was responsible for the implementation of the first deaf-assisted living facility and nursing facility for the deaf and hard of hearing in Florida. Largely responsible for the creation of the Florida Coordinating Council for the Deaf and Hard of Hearing), Chris was

appointed by Governor Jeb Bush as the first member and chairperson of the Coordinating Council. He also serves on numerous boards, which include stints as the president of the Florida Association of the Deaf (FAD), vice president of the National Association of the Deaf (NAD), vice chair of the Governor's American with Disabilities Act Working Group, member of the Florida Telecommunications Access System Act Advisory Board, member of the Florida Disability Task Force for Emergency Preparedness and most recently, member of the Board of Trustees of the Florida School for the Deaf and the Blind. Prior to his election as FAD President, he served as the first president of the Florida Coalition for Disability Rights. In 2004, Chris received several awards for his outstanding leadership and advocacy on both state and national levels, including the first Claude Seale Advocate Award from the Florida Independent Living Council, the Robert Greenmun Award for State Leadership Excellence, and the Knights of the Flying Fingers Award from the NAD.

Aaron Wegehaupt – Vice President of Operations

Aaron Wegehaupt is the Vice President of Operations for CSDVRS, LLP. Mr. Wegehaupt has over 13 years of experience as an interpreting professional and has been involved in the video relay service industry since its inception over six years ago, prior to which he spent time working in traditional telecommunications relay services. Mr. Wegehaupt holds an NAD V national interpreting certification and is a member of the Registry of Interpreters for the Deaf (RID). He has worked in legal, educational, corporate, and community settings as both an interpreter and manager. Along with his work as an interpreter, Mr. Wegehaupt has contributed to the profession in several different capacities, including his work as an adjunct professor and chairperson of the Interpreter Training Program in Sioux Falls, SD. Mr. Wegehaupt has also served on the boards of professional interpreting organizations in the state of South Dakota. Another area of expertise for Mr. Wegehaupt is Workforce Management; in 2004 he was named one of the finalists for the 2004 Summit Award for "Workforce Manager of the Year" sponsored by the Society of Workforce Planning Professionals (SWPP).

David Hahn – Vice President of Product Development

David Hahn is the Vice President of Product Development for CSDVRS, LLP. Mr. Hahn has been developing and managing technology projects at both large and small companies for almost 20 years, including six years with the Siemens Corporation and six years with Novell, Inc. He holds a B.S. in Computer Science from Texas State University, an M.S. in Engineering Management from the University of Texas at Austin and is a PMI-certified Project Management Professional.

William Cobb – Vice President of Product Management & Business Development

William Cobb is the Vice President of Product Management and Business Development at CSDVRS, LLC. He received his B.S Degree in Business Administration from Alfred University. He has over 23 years experience in the telecommunications industry. During his career, Mr. Cobb has held various positions in product development, technical support and sales management. He has worked at both large telephone companies, including Sprint (1985-1994) and several start-up companies, which has given him in-depth knowledge on developing, launching and supporting data communication products. He has been at the forefront of telecommunication technology his entire career. He aided in developing the 1st nationwide financial transaction processing network in the 1980s, the 1st wireless data product using the cellular network in the early 1990s and as a pioneer in the development and advancement of Digital Subscriber Loop (DSL) technology for the past 11 years. In the last 4 years he developed a highly successful \$25M worldwide CPE business, successfully establishing and leveraging off-shore development and manufacturing. He brings a unique set of technical, product, business development and senior management skills to CSDVRS.

Exhibit 4



PUBLIC UTILITIES COMMISSION

www.puc.sd.gov

The enclosed *Order Granting Certificate of Authority* indicates your company has been approved by the South Dakota Public Utilities Commission (Commission) to provide telecommunications services in the state of South Dakota. This order will serve as your Certificate of Authority and describes the type of service you are authorized to provide and any conditions applicable to your authority.

Company officials are advised to be familiar with South Dakota Codified Laws and Administrative Rules applicable to the regulation of telecommunications services in South Dakota, including our slamming and cramming laws and rules. These statutes and rules describe the required reporting and corresponding deadlines for your company's business in South Dakota. Links to the laws, rules and reporting forms are accessible from the Commission's Web site at the above address.

Annual Report and Gross Receipts Tax Fund Assessment forms must be submitted to the Commission annually. **Please be advised that the failure to remit the Annual Report or Gross Receipts Tax Fund Assessment forms or to pay the gross receipts tax may result in the revocation of your Certificate of Authority.**

It is important the Commission have current contact information for your company as well as a list of current company administrators and customer service representatives. When updates occur, please relay the information to the Commission via its Web site.

Commission Orders and Dockets can be accessed from the Commission's Web site. Further, you may subscribe, on the Commission's Web site, to electronic mailings of the Commission's Agendas, Minutes, Weekly Filing Reports, Rules Information and News Releases.

500 E. Capitol Ave. • Pierre, SD 57501 • (605) 773-3201

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE APPLICATION OF)	ORDER GRANTING
CSDVRS, LLC FOR A CERTIFICATE OF)	CERTIFICATE OF
AUTHORITY TO PROVIDE INTEREXCHANGE)	AUTHORITY
TELECOMMUNICATIONS SERVICES IN)	
SOUTH DAKOTA)	TC07-073

On June 1, 2007, the Public Utilities Commission (Commission), in accordance with SDCL 49-31-3 and ARSD 20:10:24:02, received an application for a certificate of authority from CSDVRS, LLC (CSDVRS). CSDVRS intends to provide Video Relay Services through the use of high speed internet and the PSTN. The Commission has classified long distance service as fully competitive.

On June 7, 2007, the Commission electronically transmitted notice of the filing and the intervention deadline of June 22, 2007, to interested individuals and entities. No petitions to intervene or comments were filed and at its June 26, 2007, meeting, the Commission considered CSDVRS' request for a certificate of authority. Commission Staff recommended granting an interexchange certificate of authority, subject to the condition that CSDVRS not offer any prepaid services (including prepaid calling cards) and not accept or require any deposits or advance payments and not provide end-user services that require end-user billings without prior approval of the Commission. Commission Staff further recommended a waiver of ARSD 20:10:24:02(8).

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapter 49-31, specifically 49-31-3 and ARSD 20:10:24:02 and 20:10:24:03. The Commission finds that CSDVRS has met the legal requirements established for the granting of a certificate of authority. CSDVRS, in accordance with SDCL 49-31-3, demonstrated sufficient technical, financial and managerial capabilities to offer telecommunications services in South Dakota. Further, the Commission finds that there is good cause to waive ARSD 20:10:24:02(8).

The Commission approves CSDVRS' application for a certificate of authority, subject to the condition that CSDVRS not offer any prepaid services (including prepaid calling cards) and not accept or require any deposits or advance payments and subject to CSDVRS not providing end-user services that require end-user billings without prior approval of the Commission. In the future, should CSDVRS choose to provide prepaid services (including prepaid calling cards) or accept or require any deposits or advance payments or provide end-user services that require end-user billings, CSDVRS will have to come before the Commission in another proceeding before being able to provide those services. As the Commission's final decision in this matter, it is therefore

ORDERED, that CSDVRS' application for an interexchange certificate of authority to provide Video Relay Services through the use of high speed internet and the PSTN or other future FCC approved TRS services is hereby granted, subject to the condition that CSDVRS not offer any prepaid services (including prepaid calling cards) and not accept or require any deposits or advance payments or provide end-user services that require end-user billings without prior approval of the Commission. It is

FURTHER ORDERED, that the Commission waives ARSD 20:10:24:02(8). It is

FURTHER ORDERED, that this order constitutes your Certificate of Authority as described above.

Dated at Pierre, South Dakota, this 2nd day of July, 2007.

<p align="center">CERTIFICATE OF SERVICE</p> <p>The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by first class mail, in properly addressed envelopes, with charges prepaid thereon.</p> <p>By: <u>Delaine Kolbe</u></p> <p>Date: <u>7/5/07</u></p> <p align="center">(OFFICIAL SEAL)</p>
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BY ORDER OF THE COMMISSION:

Dustin M. Johnson
DUSTIN M. JOHNSON, Chairman

Gary Hanson
GARY HANSON, Commissioner

Steve Kolbeck
STEVE KOLBECK, Commissioner